

Shipping & Delivery Policy

Bonvin

Groenestraat 294

6531 JC Nijmegen

The Netherlands

Chamber of Commerce: 91210755

VAT-ID: NL003861464B57

1. General Provisions

This Shipping & Delivery Policy ("Policy") governs the shipment and delivery of goods purchased through Bonvin ("we," "us," "our"), registered and operating in the Netherlands. By placing an order with Bonvin, you ("you," "the customer") agree to the terms set out herein. This Policy forms an integral part of our Terms & Conditions.

2. Shipping Coverage

Bonvin ships worldwide. Orders are dispatched from the Netherlands. Please note that shipments cannot be made to P.O. boxes or to countries restricted by international sanctions.

3. Shipping Carrier

All shipments are handled exclusively by **DHL**.

4. Processing & Delivery Times

- Orders are shipped within **1–2 business days** after the order confirmation is issued.
- Estimated delivery times:
 - **Netherlands:** 1–2 business days
 - **Europe (EU):** 2–3 business days
 - **Worldwide (non-EU):** 2–5 business days

Delivery times are indicative only and may vary due to circumstances beyond our control.

5. Shipping Costs

- Netherlands: €10
- Europe: €15
- Worldwide: €30

Shipping costs are non-refundable unless otherwise required by law.

6. Duties, Taxes and Customs

- **Within the European Union (EU):** All shipments are sent **Delivery Duty Paid (DDP)**. No additional import taxes or duties are payable upon delivery.
- **Outside the European Union:** Orders may be subject to import taxes, customs duties, and local fees upon arrival. These costs are the responsibility of the recipient and are not included in the total checkout amount. As regulations differ per country, we kindly recommend contacting your local customs office for further information.

Failure to pay customs duties or taxes may result in the parcel being returned to Bonvin. In such cases, shipping costs and any return charges will be deducted from the refund.

7. Tracking & Confirmation

Each shipment receives a unique **Track & Trace number** issued by DHL. Customers will receive this number via email once the package has been dispatched, enabling real-time tracking of the shipment.

8. Delivery, Signature & Insurance

- All shipments are sent fully insured.
 - DHL requires a **signature upon delivery** to ensure secure receipt.
 - Risk of loss and damage passes to the customer once the package has been delivered and signed for.
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9. Delays, Loss & Liability

- Bonvin cannot be held responsible for delays caused by courier strikes, customs inspections, force majeure, or other events outside our reasonable control.
 - While extremely rare with DHL, in the event a shipment is declared lost:
 - Bonvin will initiate a formal investigation with DHL, which may take up to **10 working days**.
 - Only upon DHL's written confirmation that the shipment has been lost will Bonvin cancel the order and issue a full refund to the customer.
 - No refunds will be issued before DHL has completed its investigation.
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10. Incorrect Address & Failed Delivery

- The customer is solely responsible for providing correct and complete delivery information at checkout.
 - Bonvin cannot be held responsible for failed deliveries resulting from incorrect addresses or uncollected parcels at designated pick-up points.
 - In such cases, any re-shipping costs and return charges will be deducted from the refund
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11. Amendments

Bonvin reserves the right to amend this Shipping & Delivery Policy at any time. Any changes will apply to future orders only.